

AD-A174 205

Research Product 86-20

**Procedure Guides for the Equipment  
Records and Parts Specialist  
(MOS 76C)**

Training and Simulation Technical Area  
**Training Research Laboratory**

May 1986

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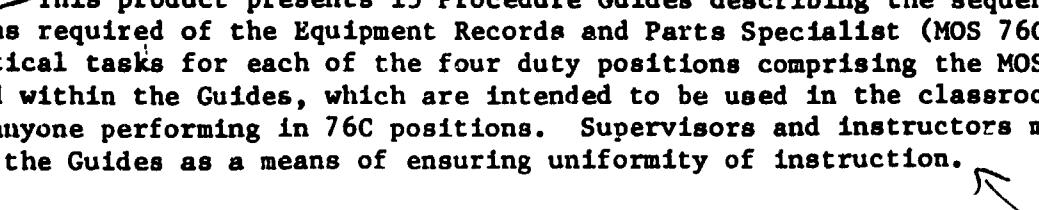
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| 18. SUPPLEMENTARY NOTES<br>--   |                         |   |                         |                   |                |                   |                   |                         |                    |  |
| 19. KEY WORDS (Continue on reverse side if necessary and identify by block number)<br><br><table> <tr> <td><b>Procedure guides</b></td> <td><b>PLL clerk,</b></td> </tr> <tr> <td><b>76C MOS</b></td> <td><b>Shop clerk</b></td> </tr> <tr> <td><b>Flowcharts</b></td> <td><b>Shop stock clerk</b></td> </tr> <tr> <td><b>TAMMS clerk</b></td> <td></td> </tr> </table>   |                         |   | <b>Procedure guides</b> | <b>PLL clerk,</b> | <b>76C MOS</b> | <b>Shop clerk</b> | <b>Flowcharts</b> | <b>Shop stock clerk</b> | <b>TAMMS clerk</b> |  |
| <b>Procedure guides</b>   | <b>PLL clerk,</b>       |   |                         |                   |                |                   |                   |                         |                    |  |
| <b>76C MOS</b>  | <b>Shop clerk</b>       |   |                         |                   |                |                   |                   |                         |                    |  |
| <b>Flowcharts</b>   | <b>Shop stock clerk</b> |   |                         |                   |                |                   |                   |                         |                    |  |
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| 20. ABSTRACT (Continue on reverse side if necessary and identify by block number)<br><br><p>→ This product presents 15 Procedure Guides describing the sequence of actions required of the Equipment Records and Parts Specialist (MOS 76C). All critical tasks for each of the four duty positions comprising the MOS are covered within the Guides, which are intended to be used in the classroom or field by anyone performing in 76C positions. Supervisors and instructors may also use the Guides as a means of ensuring uniformity of instruction.</p>  |                         |   |                         |                   |                |                   |                   |                         |                    |  |

**Research Product 86-20**

**Procedure Guides for the Equipment  
Records and Parts Specialist  
(MOS 76C)**

**Paul J. Tremont and Marcia V. Connor**

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**and**

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Department of the Army**

**May 1986**

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**Education and Training**

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FOREWORD

The U.S. Army Research Institute, in conjunction with the Training Technology Activity (TTA), TRADOC, is engaged in research and development to increase Army training effectiveness through the implementation of improved instructional methods and advanced technology. The four Army Training Technology Field Activities (TTFA) currently participating in this program are Quartermaster School, Fort Lee, VA; Armor School, Fort Knox, KY; Aviation School, Fort Rucker, AL; and the National Guard and Reserve Training Center, Gowen Field, ID. The Procedure Guides presented herein were developed under the Fort Lee TTFA Program for the Equipment Records and Parts Specialist (MOS 76C).

The requirement for the Procedure Guides was identified following observations in the classrooms and interviews with 76C instructors at the Enlisted Supply Department, Fort Lee. The principal difficulty in training 76C clerks is integrating the large number of distinct actions that must be performed for each of the four 76C duty positions. The official publications describing procedures of the 76C are useful as references, but do not provide an integrated picture of the decisions and actions required by these duty positions. The Guides provide this integration by depicting in a single document an overall view of the full set of required procedures for each duty position. To permit timely updates of the Guides, computer files and plotting software have been developed. The Guides are designed for the beginning student, for newly assigned instructors, and for field use by recent 76C graduates.

The Quartermaster School has participated continuously in the design and development of these Procedure Guides and has begun their introduction into the classroom. The Procedure Guides will also be incorporated into a Transitional Performance Aid for classroom and field use.



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Technical Director

ACKNOWLEDGMENTS

The authors would like to thank CPT David Merritt, Mr. Gary LaMarr, and Mr. Lewis Thayer of the Enlisted Supply Department, U.S. Army Quartermaster School, for their support of this project.

## PROCEDURE GUIDES FOR THE EQUIPMENT RECORDS AND PARTS SPECIALIST (MOS 76C)

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## OVERVIEW

### Introduction

The four duty positions of the Equipment Records and Parts Specialist, MOS 76C support maintenance activities at the unit and direct support levels. The Army Maintenance Management System Clerk (TAMMS) and the Prescribed Load List (PLL) Clerk are the unit level positions; the Shop Clerk and Shop Stock Clerk are the direct support positions. The PLL Clerk and Shop Stock Clerk positions occur in either of two environments--manual or automated. The separate environments for these two positions, together with the single environment TAMMS and Shop Clerk positions, result in a total of six different sets of procedures to be trained under the 76C MOS.

A principal difficulty in training 76C clerks is providing a framework which integrates the large number of distinct actions required for successful performance of each duty position. To address this difficulty, a set of 15 Procedure Guides depicting the relationship of the various decisions and actions critical to each duty position was developed. The primary purpose of the Guides is to enable the user to recognize the appropriate occasion for each of the numerous job activities trained in the 76C course. The requirement for the Procedure Guides was identified following observations in the classrooms and interviews with 76C instructors at the Enlisted Supply Department, Fort Lee. The Guides are designed to supplement DA PAMs 710-2-1, 710-2-2, 738-750, TMs 38-L32-11, 38-L09-11 and TB 43-0210, which define the requirements for the 76C.

Table 1 identifies each duty position Procedure Guide by level (unit or direct support), activity (maintenance or supply), and environment (manual or automated).

### Development

The decision to use the flowchart format for these Guides was based on work by Kammann (1975), Krohn (1983), and Wright and Reid (1973), which points to the advantages of flowcharts when complex procedural sequences are to be trained. The 15 Procedure Guides were developed with the assistance of 76C subject matter experts, and are fully consistent with all 76C official publications. All 76C critical tasks have been covered in the Guides. To ensure currency with periodic updates of the official publications, the specifications for each Guide have been entered into computer files, and software has been developed to permit automated plotting of each Guide.

### Description

The Procedure Guides cover such tasks as review and inventory and requests for issue and turn-in. Some tasks are performed by more than one duty position (e.g., Maintenance of Document Register) while others are applicable to only one position (e.g., Customer Due Out Reconciliation).

Table 1

MOS 76C Procedure Guide Organization

| UNIT LEVEL                            |  |   |
|---------------------------------------|--|---|
| <u>MAINTENANCE</u>                    | <u>SUPPLY</u>  |   |
| <u>TAMMS CLERK</u>                    | <u>PLL (MANUAL)</u>  | <u>PLL (AUTOMATED)</u>  |
| TAMMS<br>(Page 7)                     | Maintenance of<br>Document Register<br>(Page 13)             | Management of<br>PLL/SSL Lists<br>(Page 31)                   |
| Signature Card<br>Update<br>(Page 11) | Mandatory Parts<br>List, Manual<br>Procedures<br>(Page 27)   | Maintenance of<br>Document Register<br>(Page 13)              |
|                                       | PLL Review<br>and Inventory<br>(Page 23)                     | Customer Due-Out<br>Reconciliation<br>(Page 35)               |
|                                       | Request for Issue<br>and Turn-In,<br>Manual<br>(Page 29)     | Mandatory Parts<br>List, Automated<br>Procedures<br>(Page 41) |
|                                       | Management of<br>Nonstocked Item<br>Demand File<br>(Page 25) | Request for Issue<br>and Turn-In, Automated<br>(Page 43)      |
|                                       | Signature Card<br>Update<br>(Page 11)                        | Signature Card Update<br>(Page 11)                            |

Table 1 (Continued)

DIRECT SUPPORT LEVEL

| <u>MAINTENANCE</u>                                   | <u>SUPPLY</u>  |  |
|--|--|--|
| <u>SHOP CLERK<br/>(AUTOMATED)</u>                    | <u>SHOP STOCK<br/>(MANUAL)</u>                         | <u>SHOP STOCK<br/>(AUTOMATED)</u>                      |
| Maintenance Reporting Management System<br>(Page 45) | Maintenance of Document Register<br>(Page 13)          | Management of PLL/SSL Lists<br>(Page 31)               |
| Signature Card Update<br>(Page 11)                   | Shop Stock Review and Inventory<br>(Page 49)           | Request for Issue and Turn-In, Shop Stock<br>(Page 53) |
|  | Request for Issue and Turn-In, Manual<br>(Page 29)     | Signature Card Update<br>(Page 11)                     |
|  | Management of Nonstocked Item Demand File<br>(Page 25) | Bench Stock/Shop Stock Lists<br>(Page 51)              |
|  |  | Signature Card Update<br>(Page 11)                     |

The maintenance activities at the unit level and direct support levels are each covered by two Procedure Guides, while the supply activities at unit and direct support activities range from three to six Guides, depending on the environment. Each Guide depicts a major job sequence or several sequences related to a particular procedure and defines the actions and decisions required to perform that procedure. Each job sequence has a distinct starting point and ending point.

Two basic symbols are used on the Guides: diamonds and boxes. Diamonds indicate decisions to be made; boxes contain information specifying an action to be taken. For simplicity, all diamonds are answerable with either a "yes" or "no", and most boxes contain a single action. As far as possible, the flow of actions is from left to right and from top to bottom of the page. Right to left and bottom to top sequences do occasionally occur; however, these have been minimized. The other symbols used are the oval for "start" and "stop", the circle connector, and the arrows indicating the path to be followed. The computer file name and publication date of each Guide appear in the lower right hand corner.

#### Application

The Procedure Guides are designed to complement, rather than replace, the official 76C publications. The Guides may be used in the classroom or field by anyone performing in 76C positions. Supervisors and instructors may also use the Guides as a means of ensuring uniformity of instruction.

## USE OF THE PROCEDURE GUIDES

### General Information

This section contains the 76C Procedure Guides. The Guides are intended to supplement rather than replace the official 76C publications. In cases of disagreement between the Guides and the official publications, the publications take precedence. The set of Guides appropriate to each duty position, by level, activity, and environment, is shown in Table 1. All critical tasks required of the 76C are contained within the Guides. The Guides are designed to show the relationship of all major decisions and actions required and will enable a visualization of each duty position as a whole.

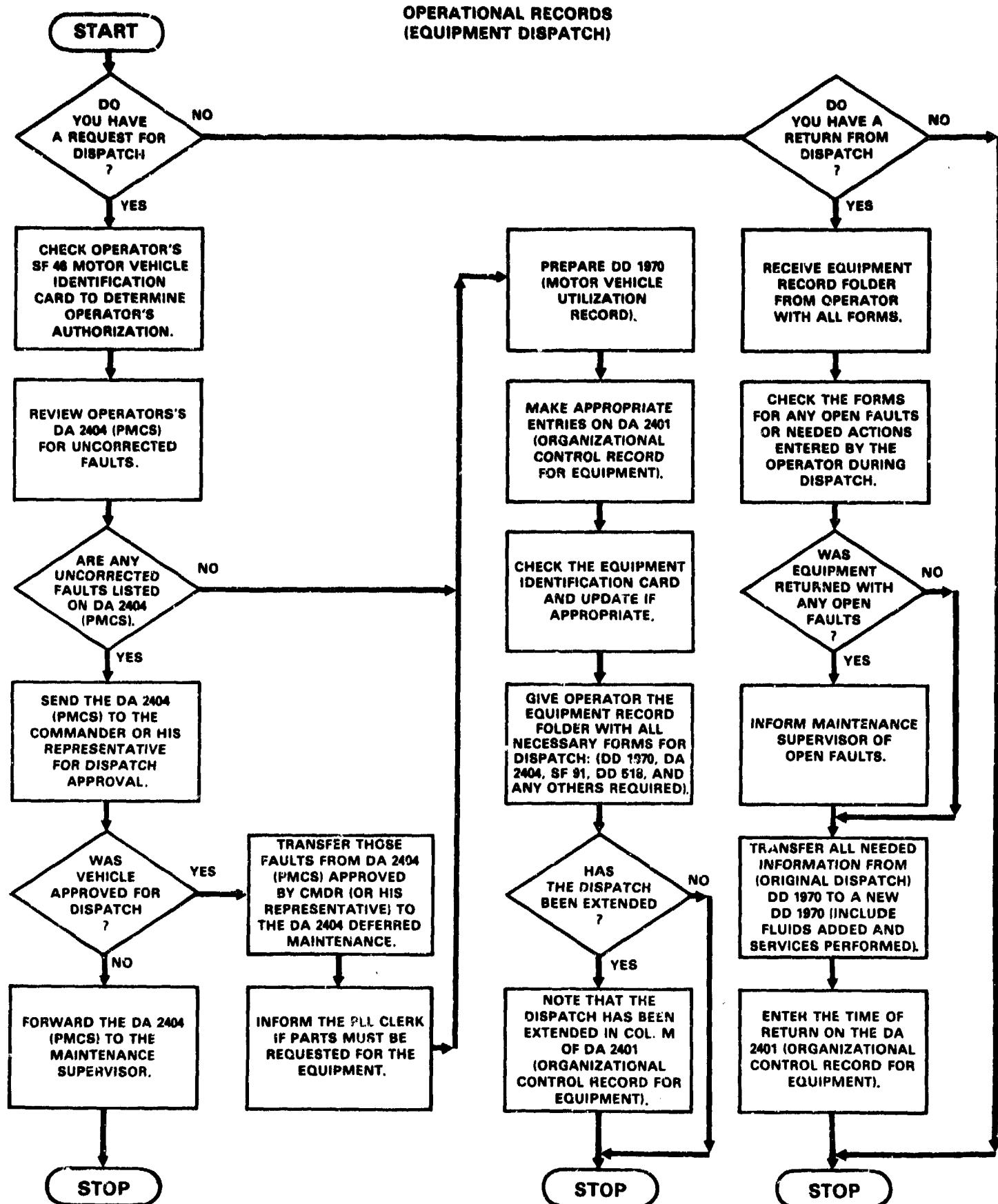
### Use

Use Table 1 to determine which Guides are applicable to the duty position under consideration. After locating the Guide, follow the sequence of decisions (DIAMONDS) and actions (BOXES) within the Guides to determine the appropriate procedures for the duty position. Some Guides do not fit onto a single page; in those cases note the round CONNECTOR symbol on the current page, locate the same symbol on the following page and continue reading from this location. The key below identifies each symbol and its meaning.

|  |       |  |
|--|-------|--|
|  | ..... | The beginning of a Guide or sequence of actions.   |
|  | ..... | A decision point.<br>Decisions ask a single question and are always answerable with a "yes" or "no". |
|  | ..... | An action which needs to be taken.<br>Most boxes contain only a single action.                       |
|  | ..... | A connector indicating that the Guide is continued on the following page.                            |
|  | ..... | The direction to follow when reading the Guide.  |
|  | ..... | The end of a Guide or sequence of actions.   |

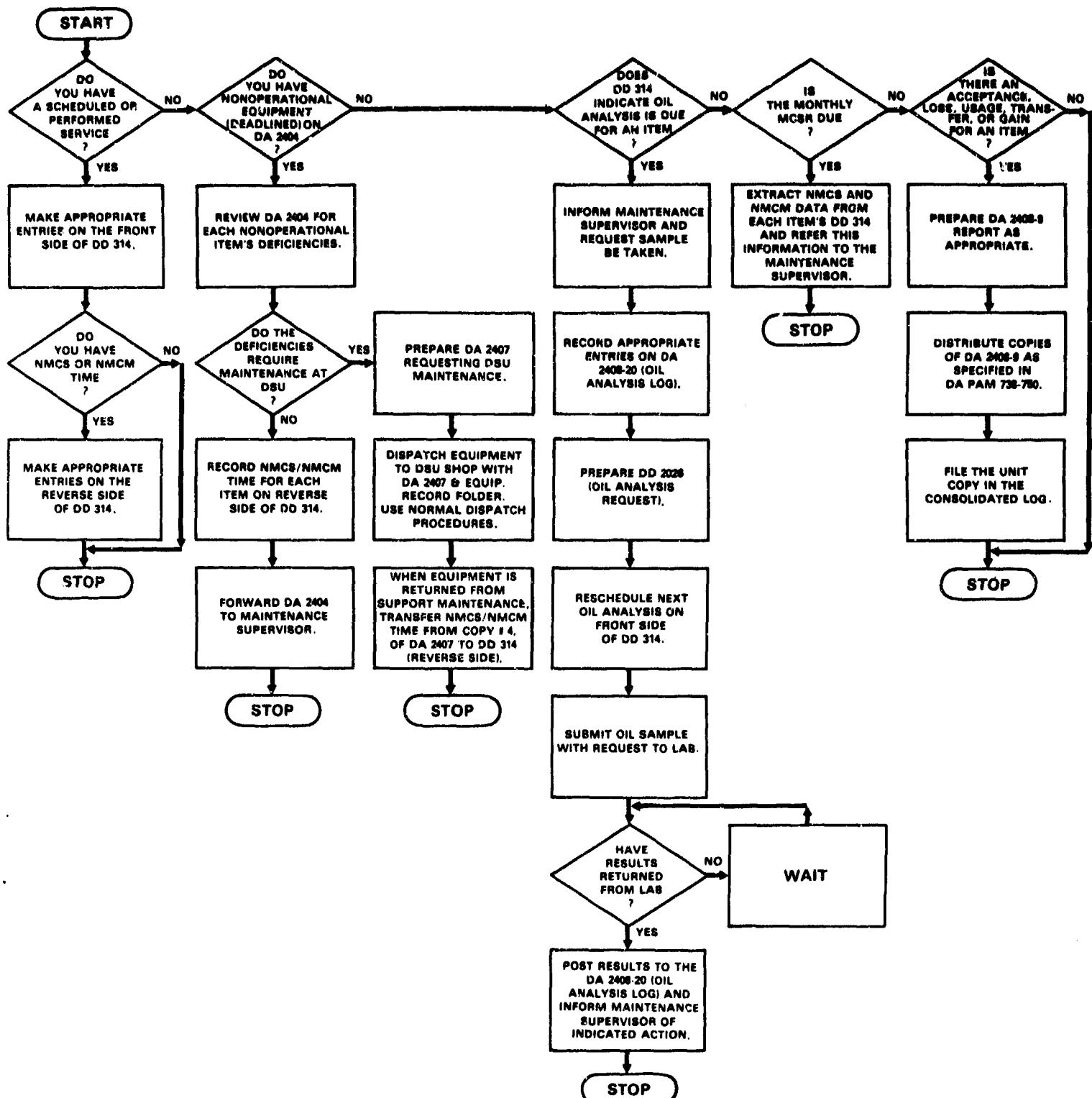
**MOS 76C  
TAMMS CLERK**

1 OF 2

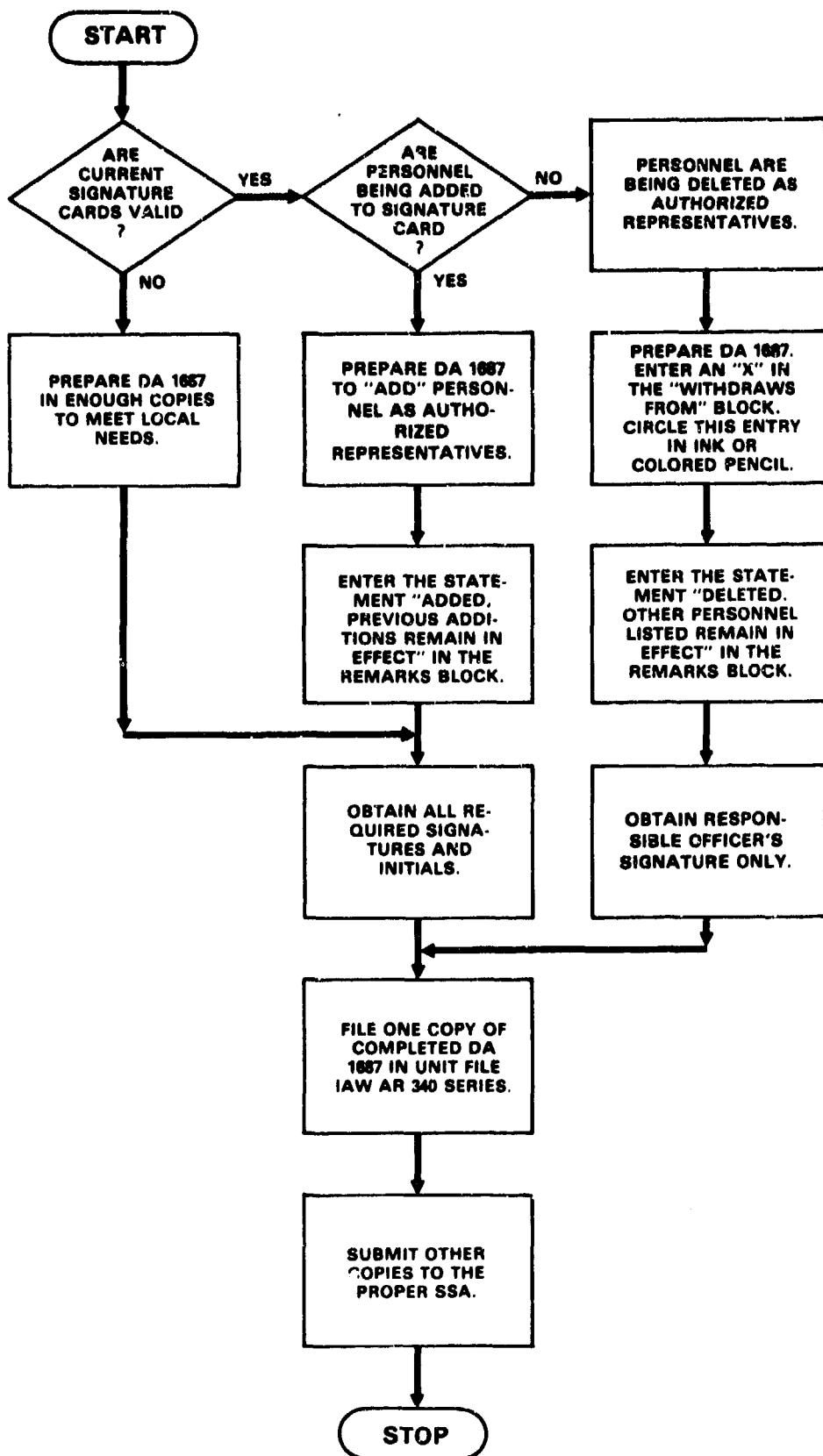


**MOS 76C  
TAMMS CLERK**

**MAINTENANCE/HISTORICAL RECORDS**

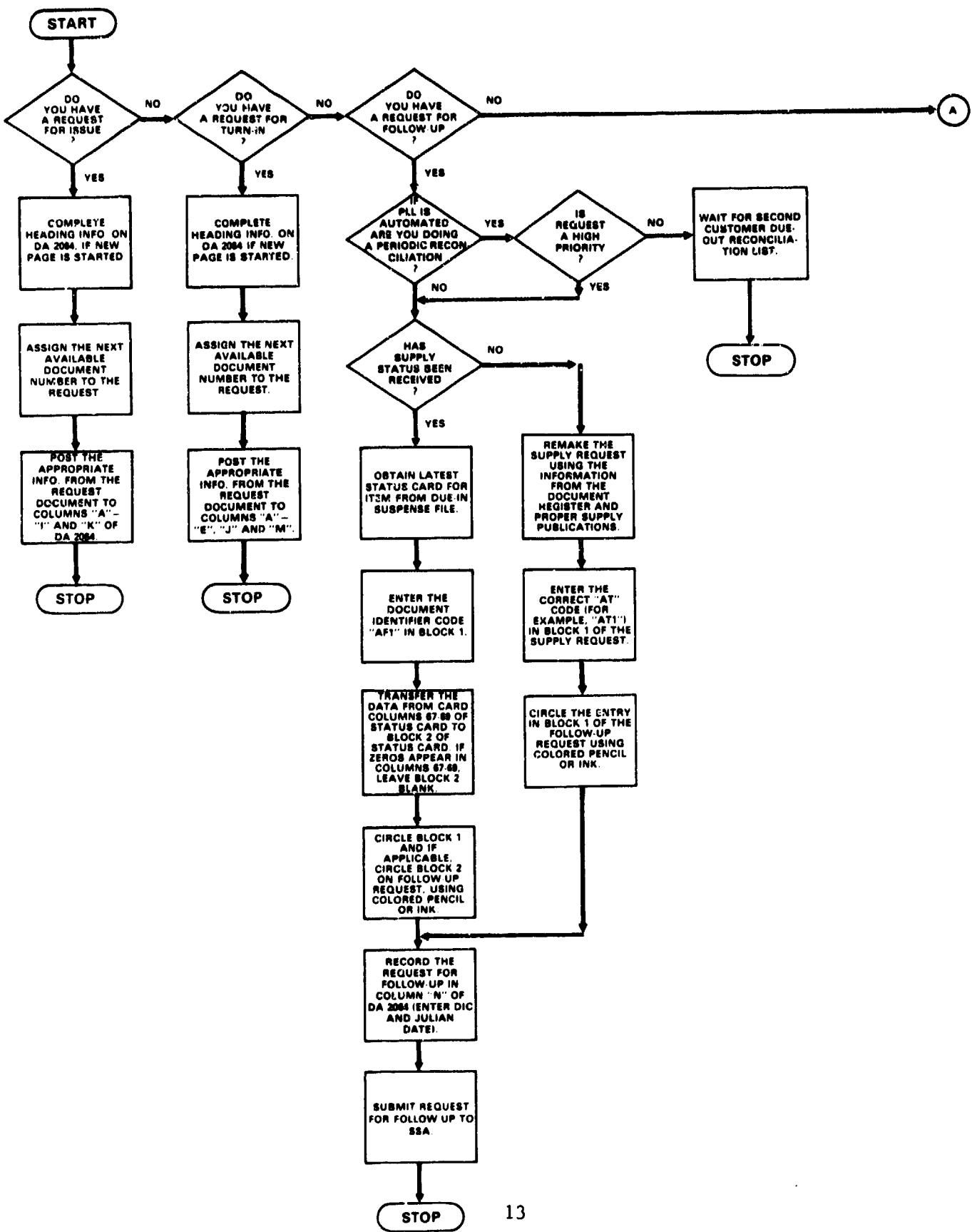


## MOS 78C SIGNATURE CARD UPDATE



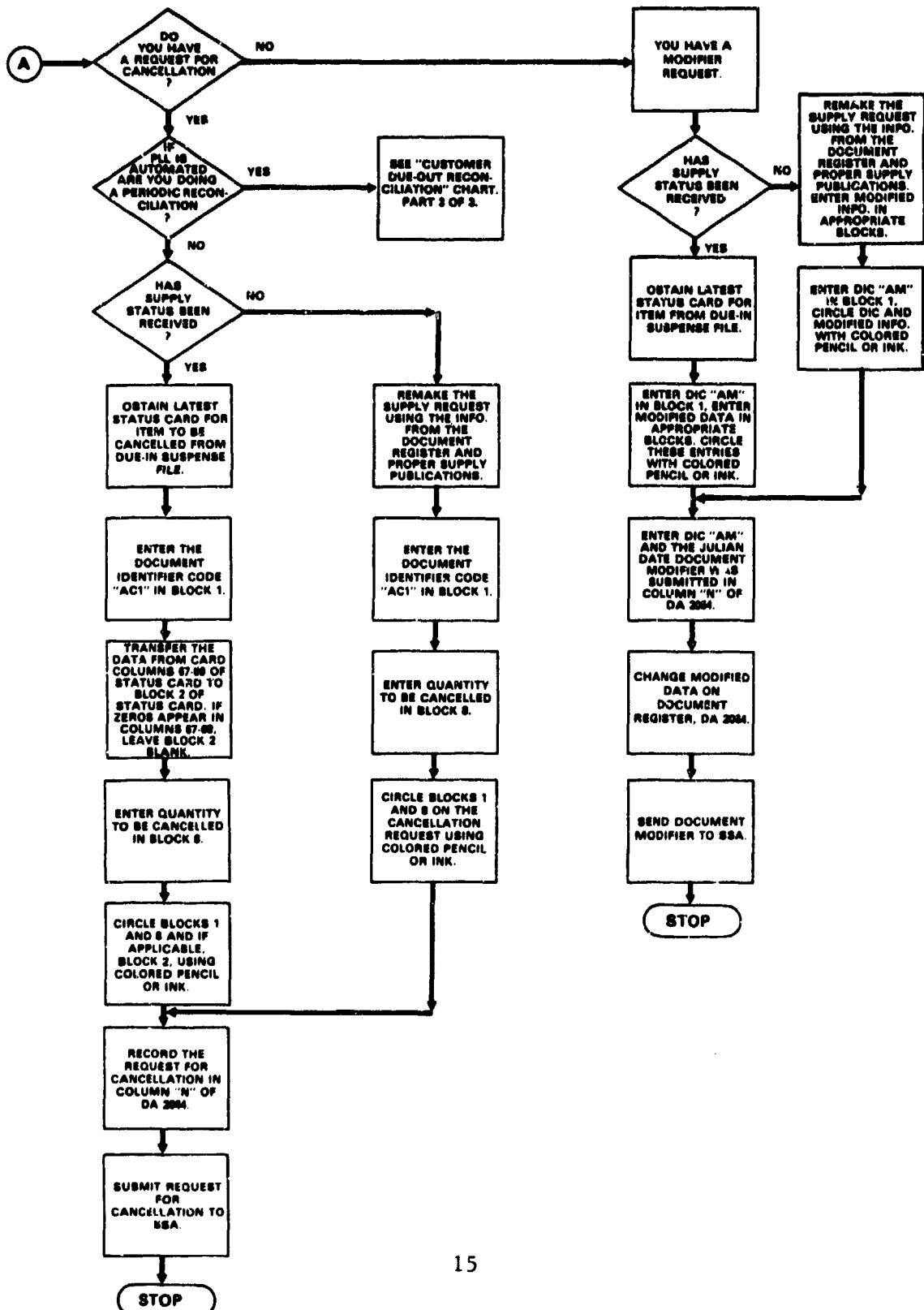
**MOS 78C  
PLL (MANUAL/AUTOMATED)  
SHOP STOCK (MANUAL)  
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**REQUISITION, TURN-IN, FOLLOW-UP, CANCELLATION  
AND MODIFIER REQUESTS**



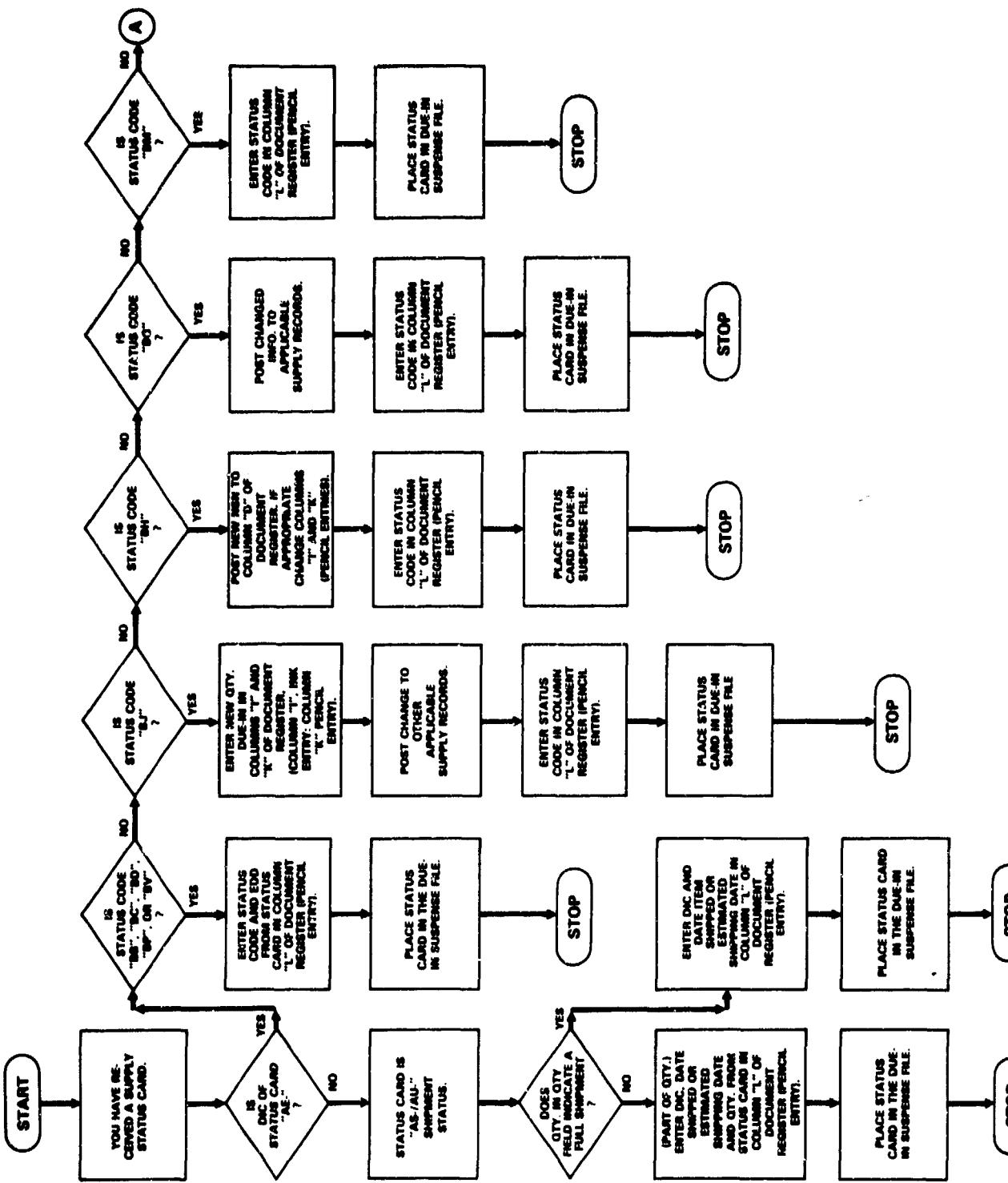
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PLL (MANUAL/AUTOMATED)  
SHOP STOCK (MANUAL)  
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**REQUISITION, TURN-IN, FOLLOW-UP, CANCELLATION  
AND MODIFIER REQUESTS**



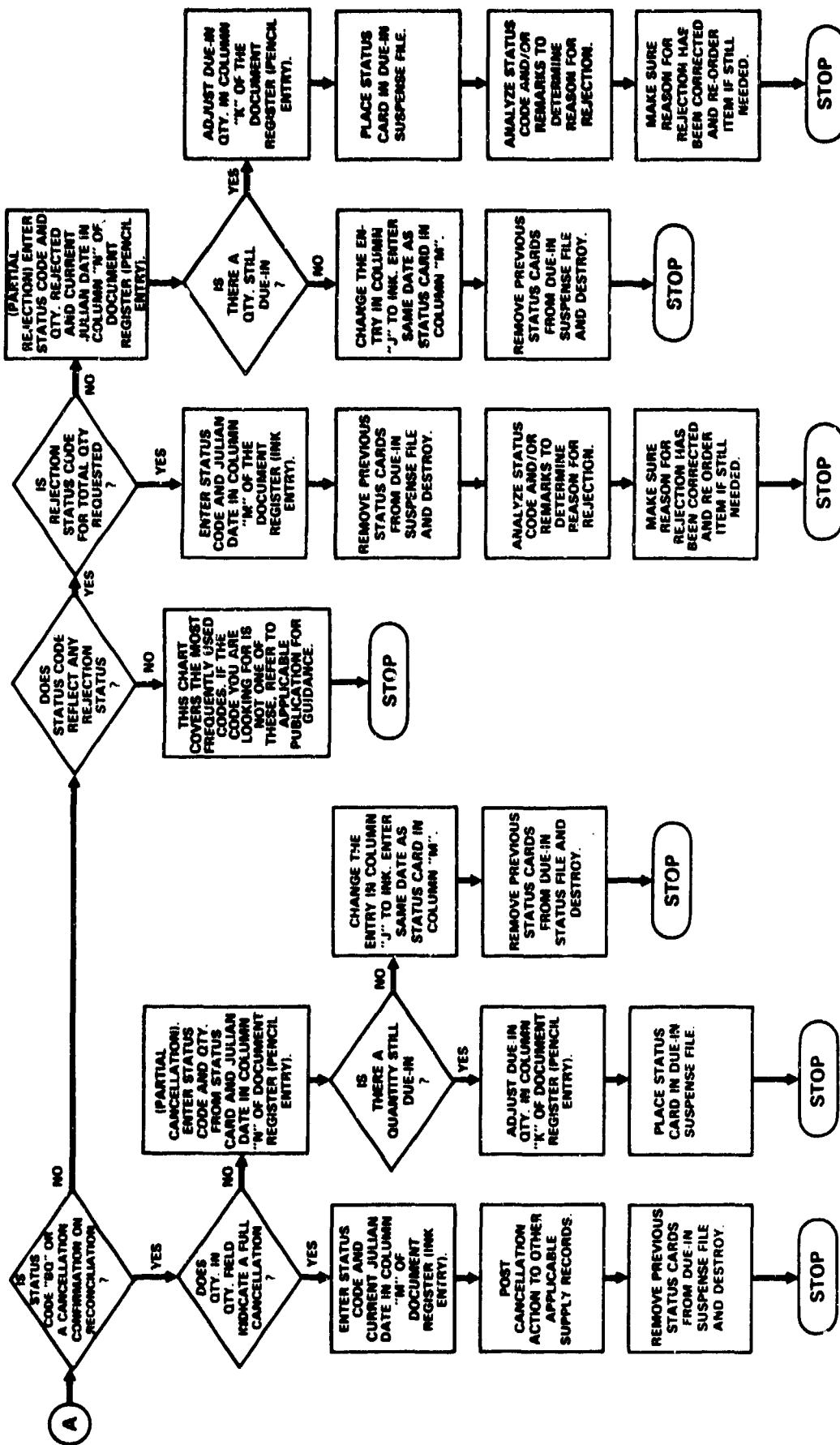
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SHOP STOCK (MANUAL)  
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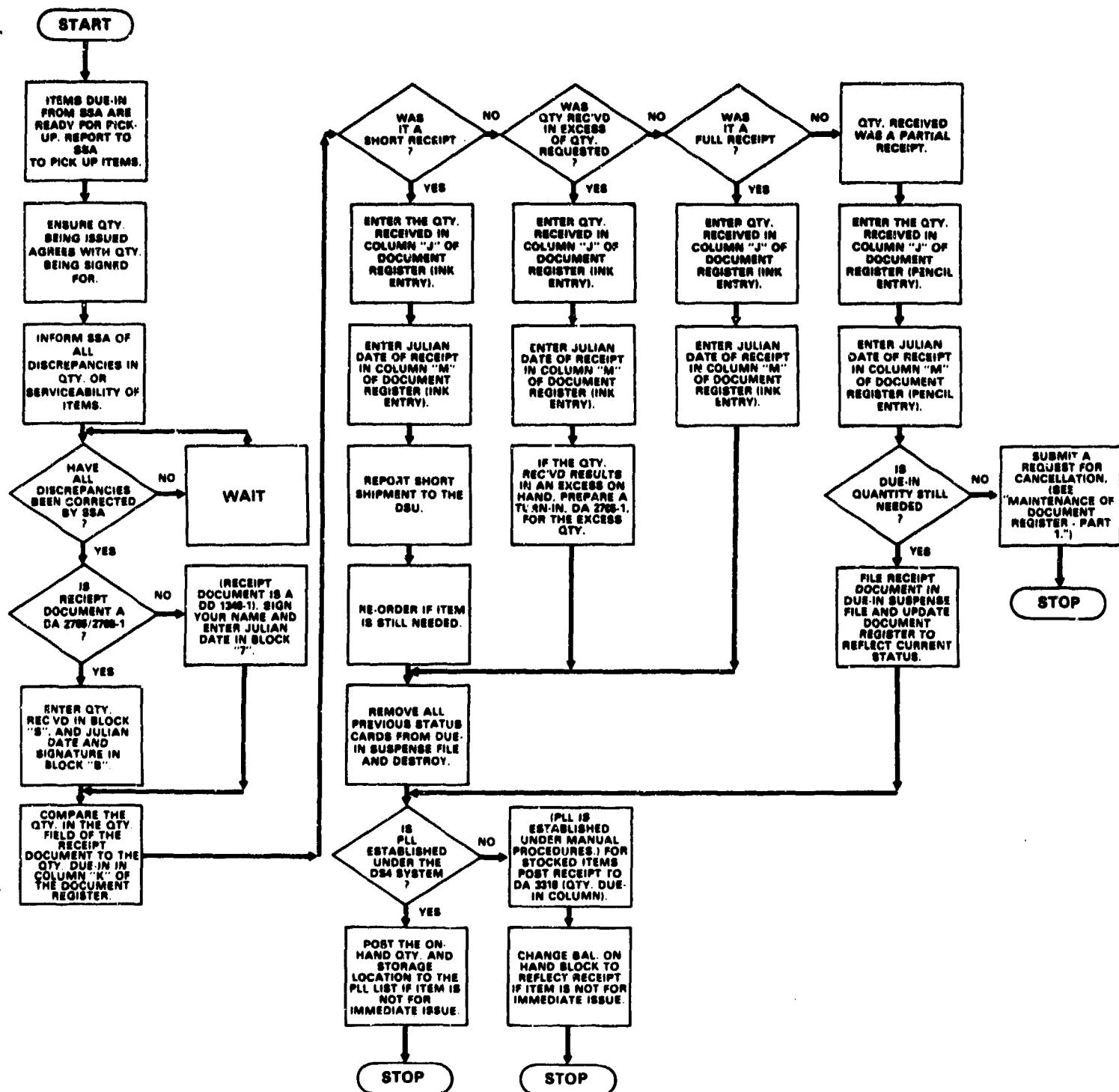
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**PLL (MANUAL/AUTOMATED)**  
**SHOP STOCK (MANUAL)**  
**MAINTENANCE OF DOCUMENT REGISTER, DA 2084-PART 2**

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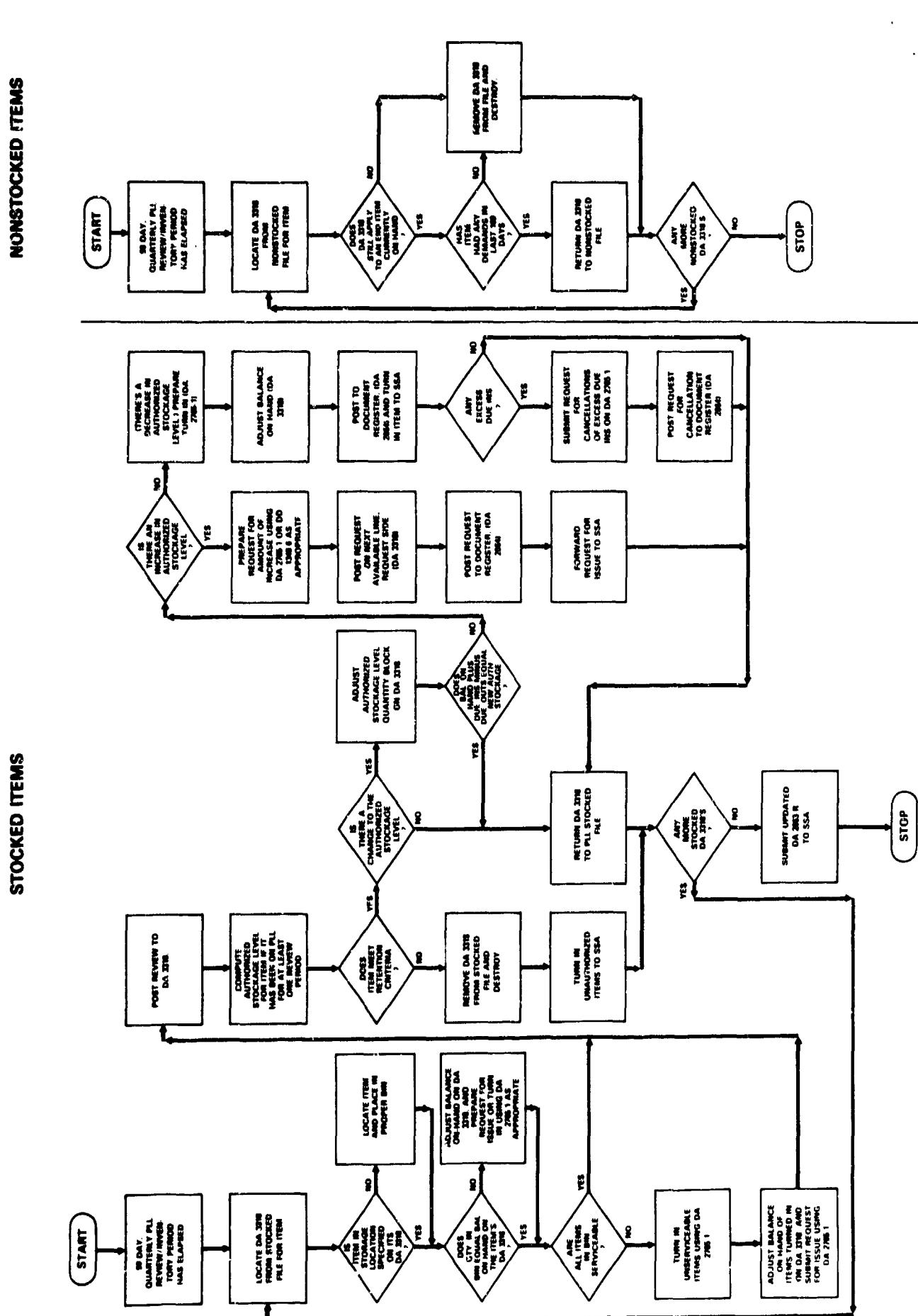


**MOS 78C**  
**PLL (MANUAL/AUTOMATED)**  
**SHOP CLERK (MANUAL)**  
**MAINTENANCE OF DOCUMENT REGISTER, DA 2064-PART 3**

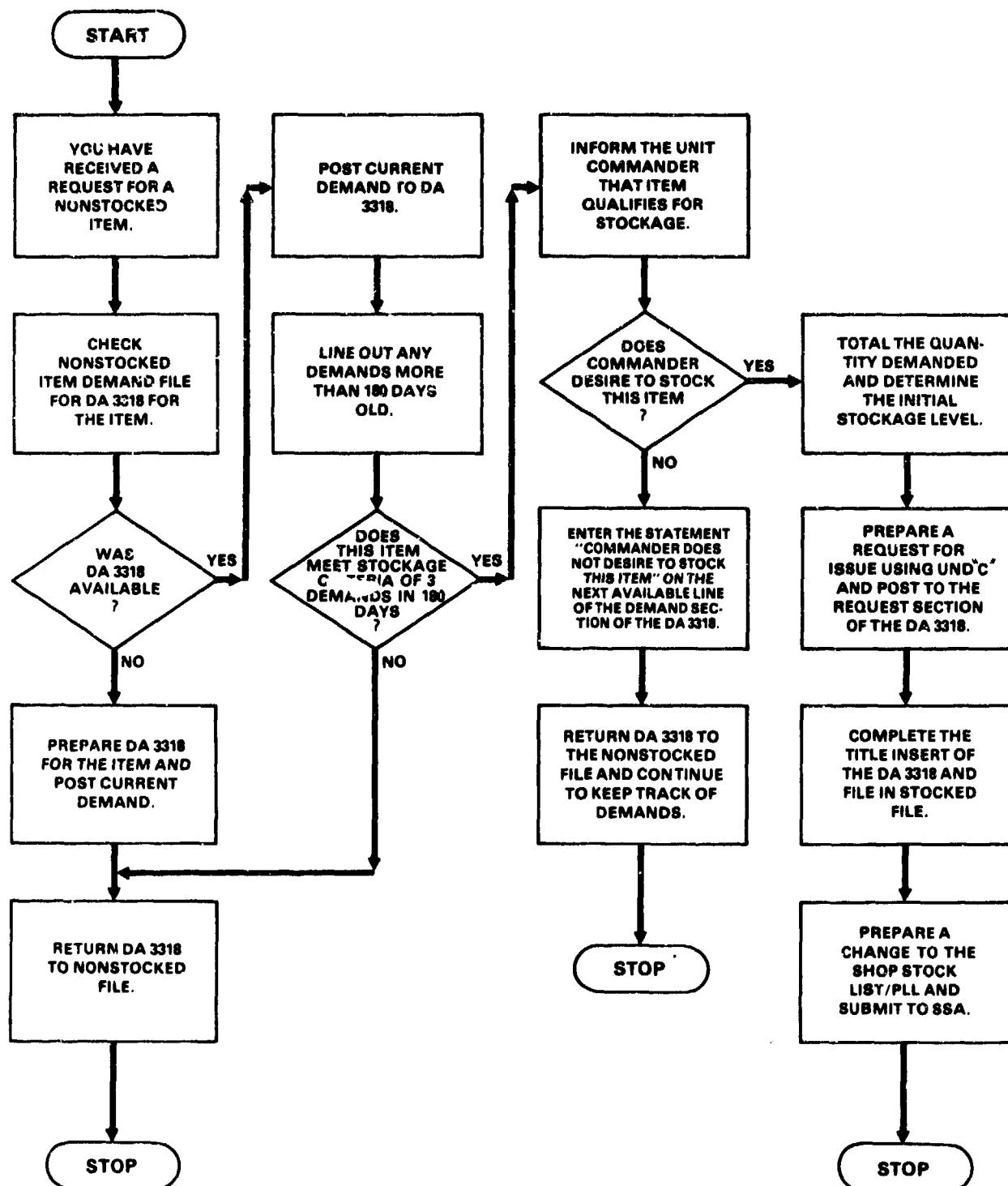
**RECEIVING SUPPLIES**



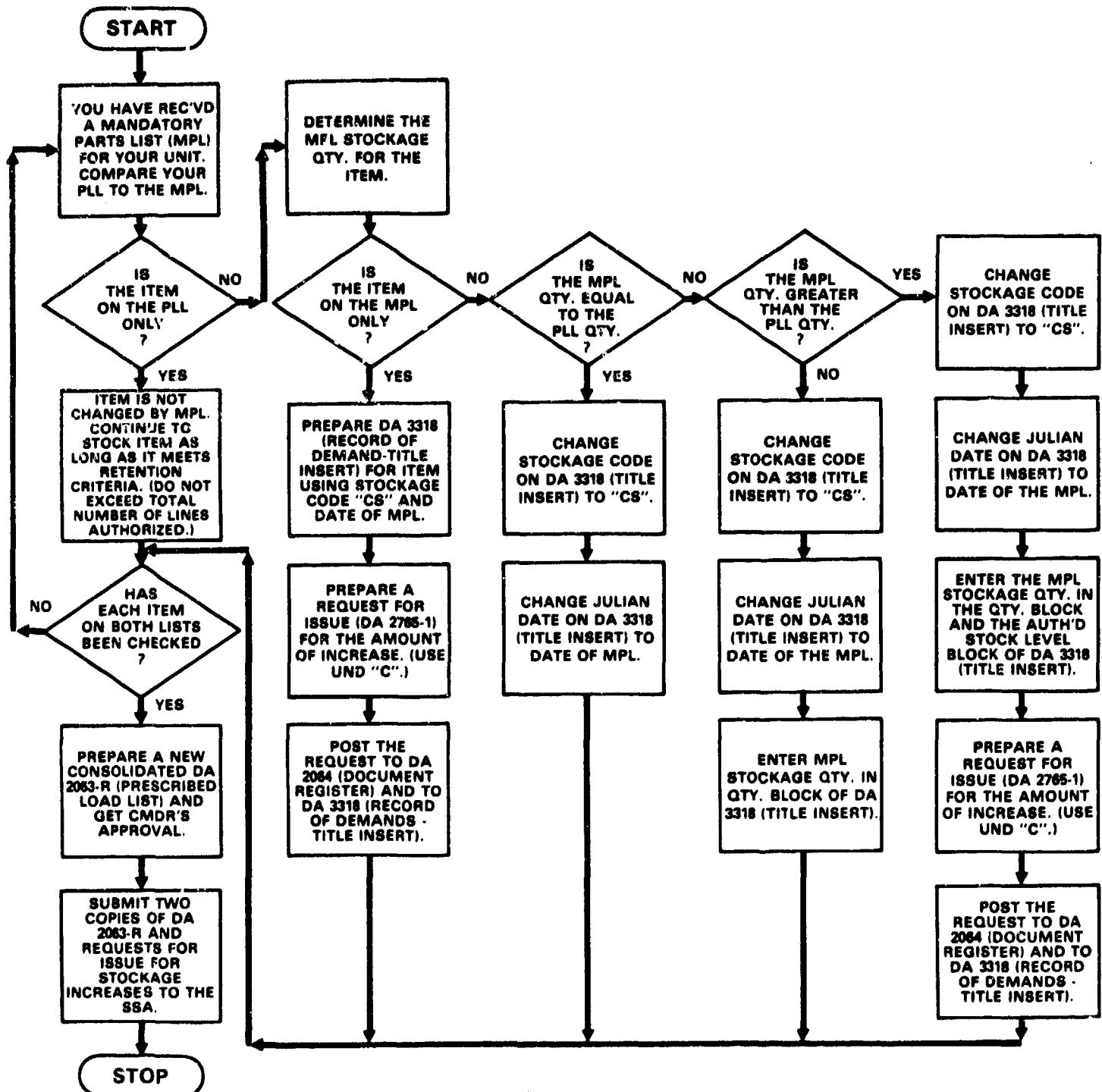
**MOS 78C**  
**PIL REVIEW AND INVENTORY**



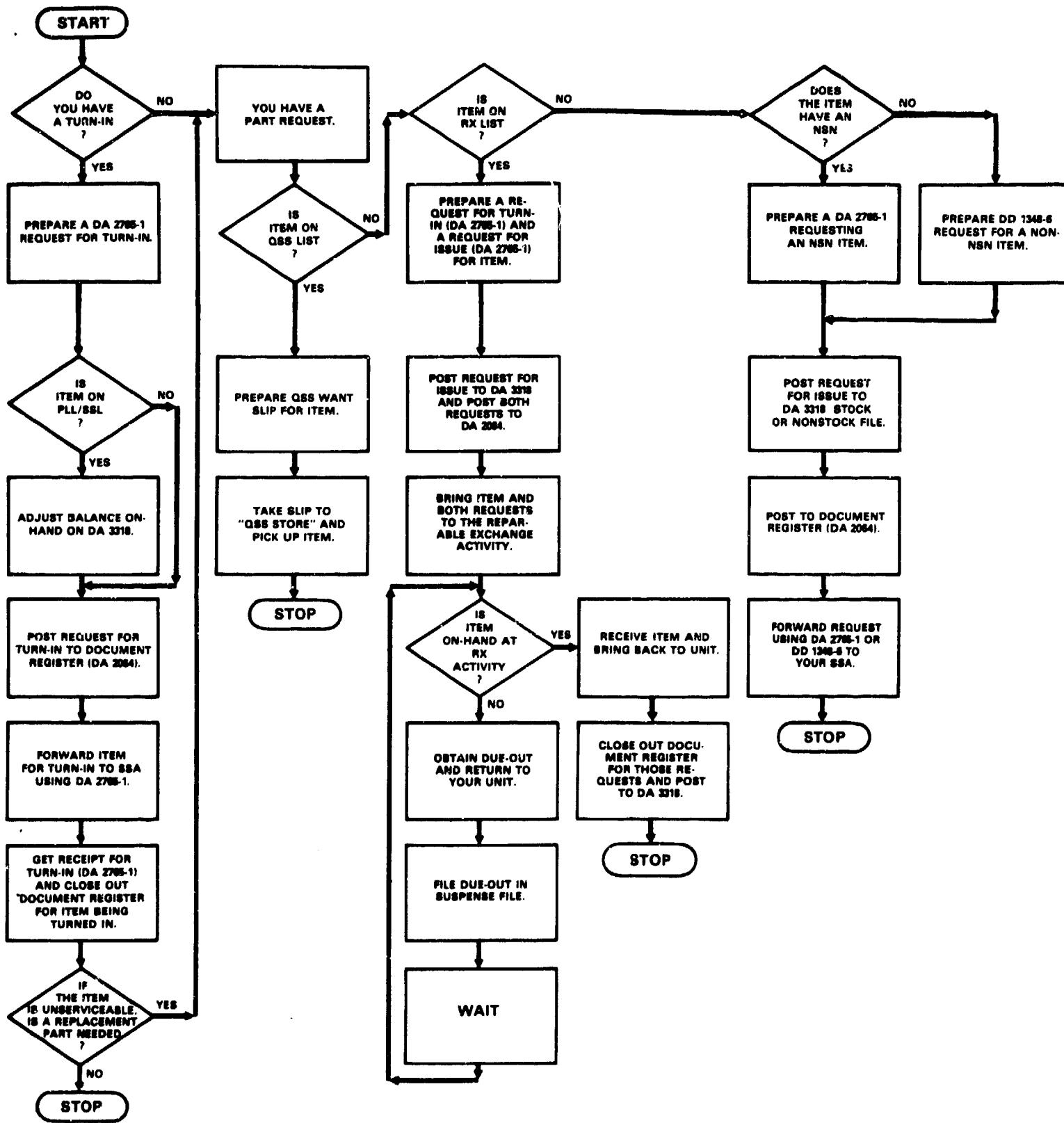
**MOS 78C  
PLL (MANUAL)  
SHOP STOCK (MANUAL)**  
**MANAGEMENT OF NONSTOCKED ITEM DEMAND FILE**



**MOS 78C  
PLL (MANUAL)  
MANDATORY PARTS LIST, MANUAL PROCEDURES**

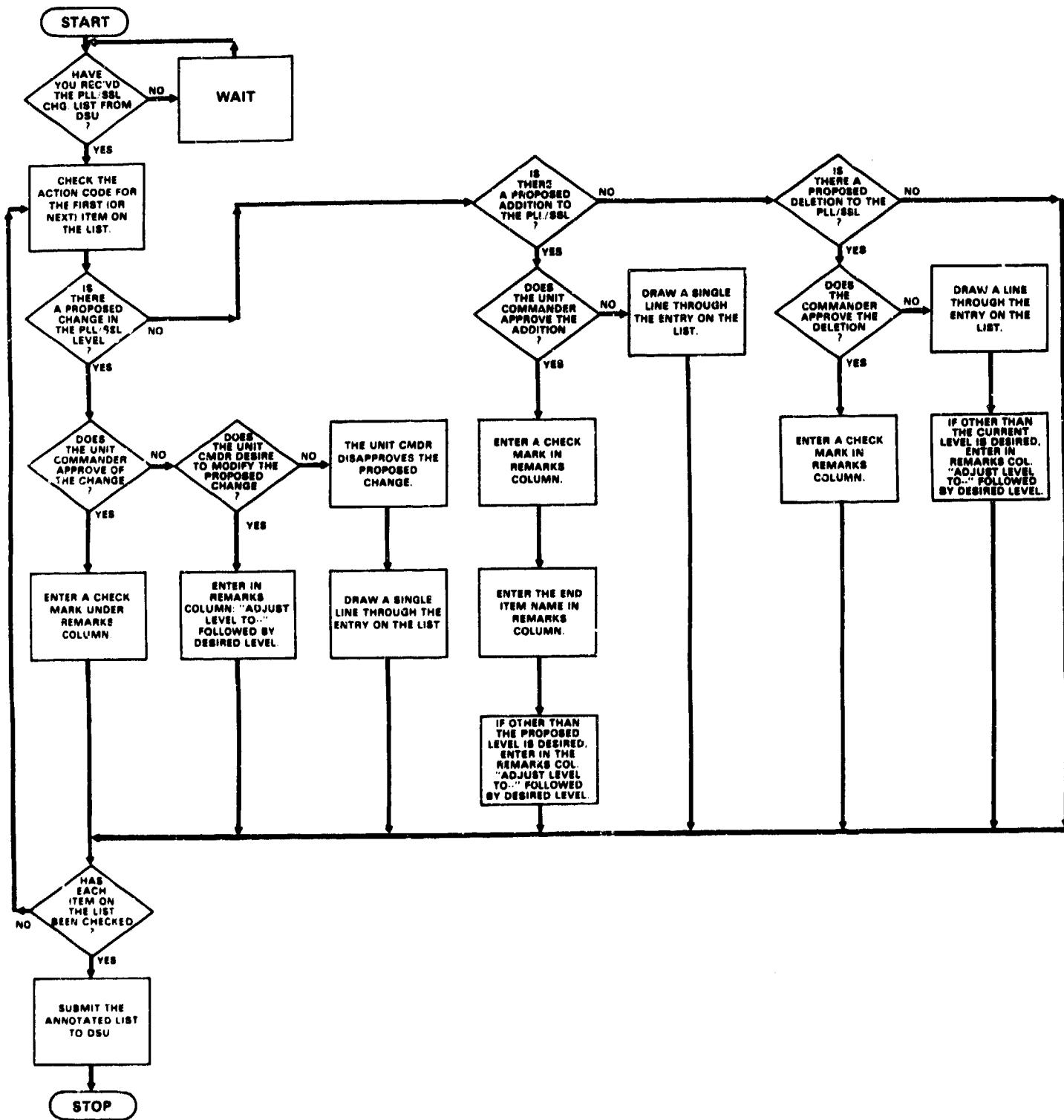


**MOS 78C**  
**PLL AND SHOP STOCK CLERK (MANUAL)**  
**REQUEST FOR ISSUE AND TURN-IN, MANUAL**

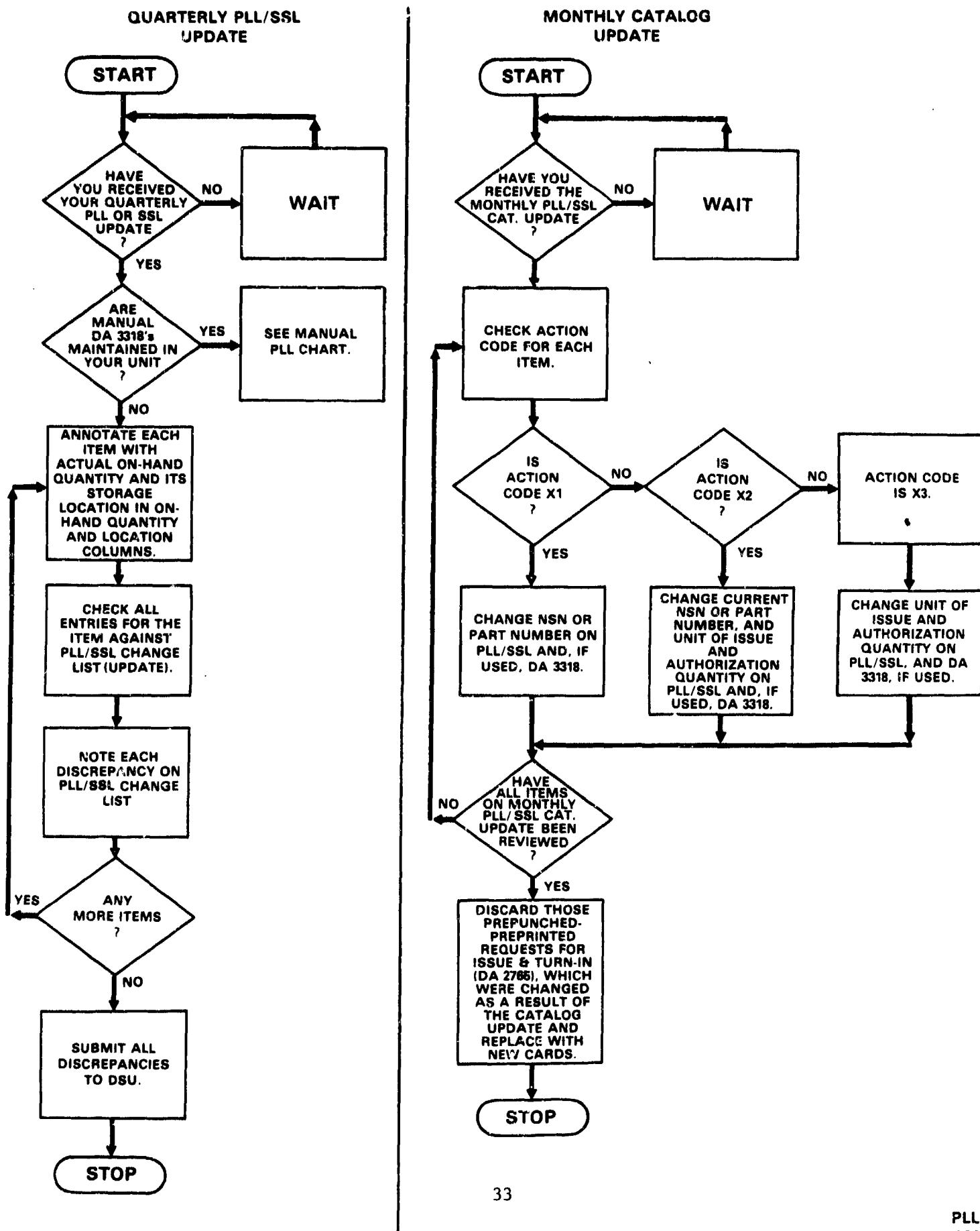


**MOS 76C**  
**PLL AND SHOP STOCK (AUTOMATED)**  
**MANAGEMENT OF PLL/SSL LISTS**

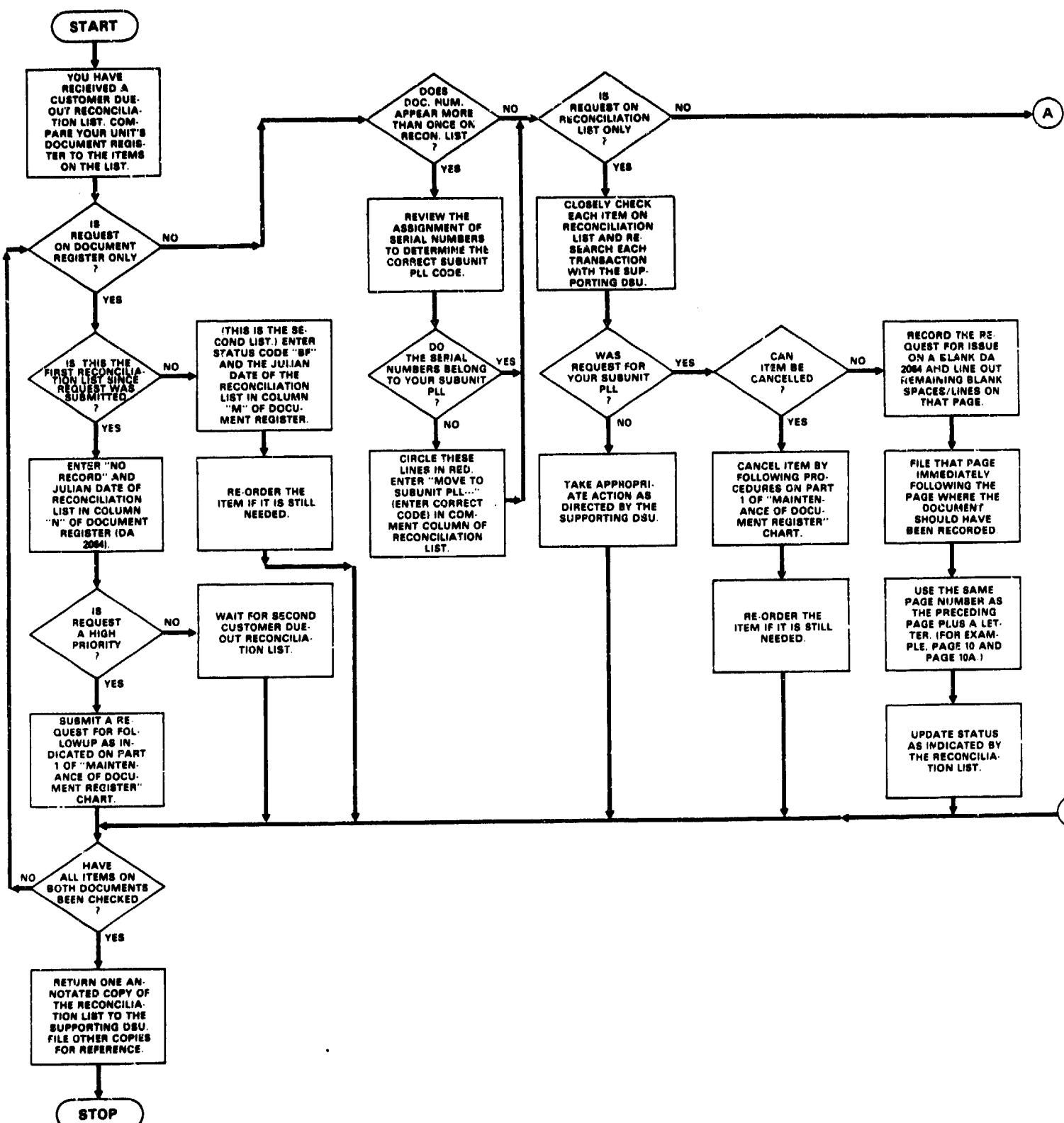
**MAINTENANCE OF PLL/SSL  
CHANGE LIST**



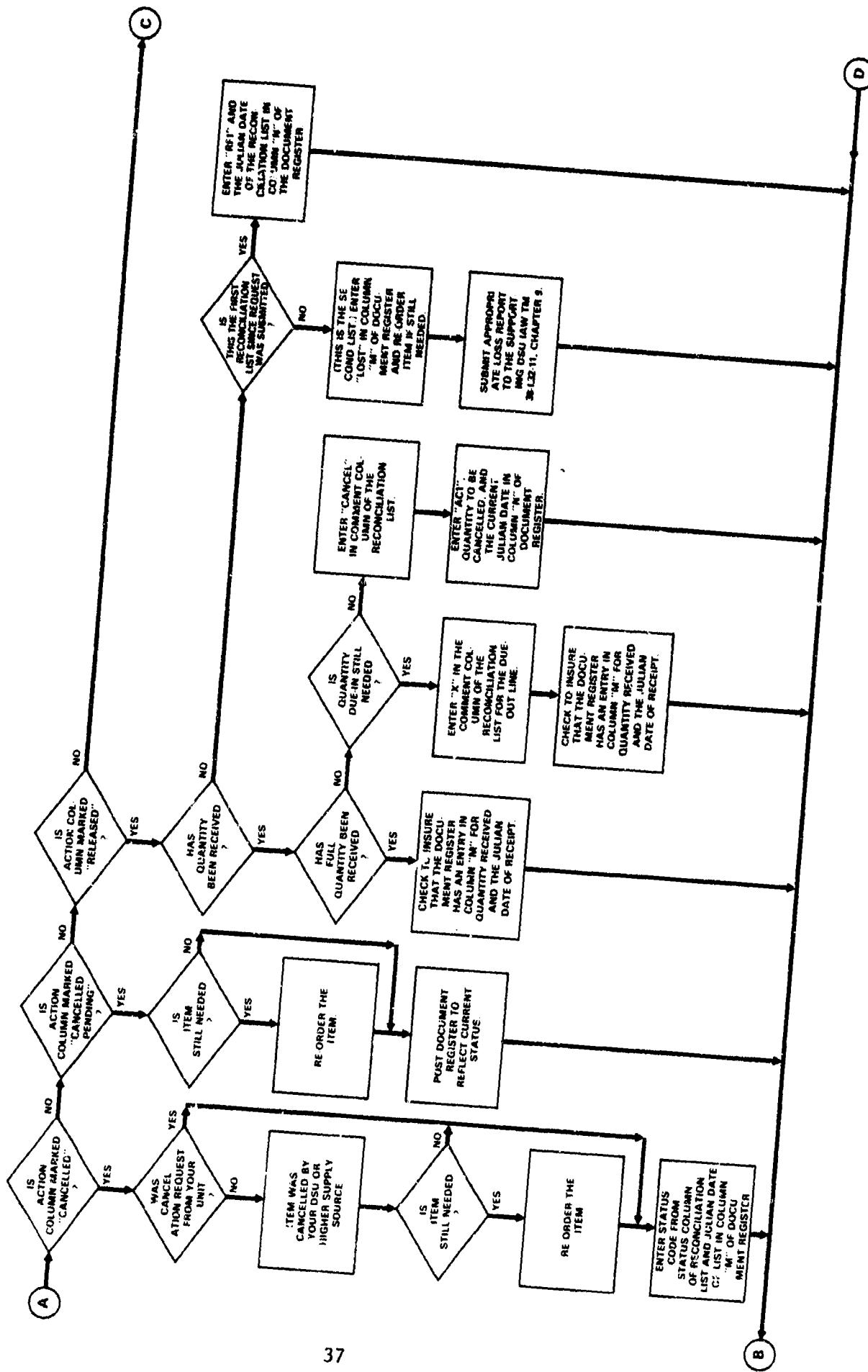
**MOS 78C**  
**PLL AND SHOP STOCK (AUTOMATED)**  
**MANAGEMENT OF PLL/SSL LISTS**



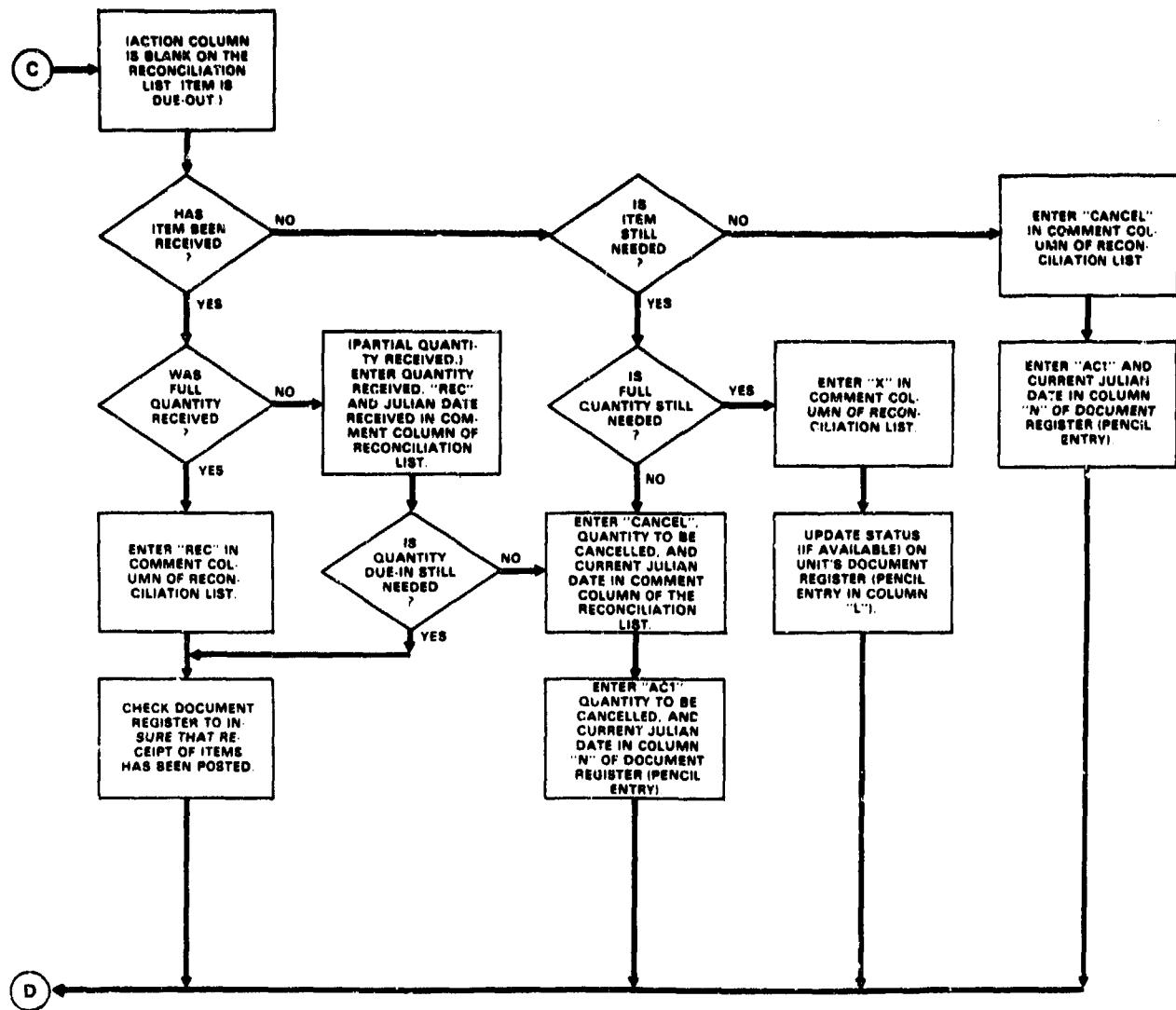
**MOS 78C  
PLL (AUTOMATED)  
CUSTOMER DUE-OUT RECONCILIATION**



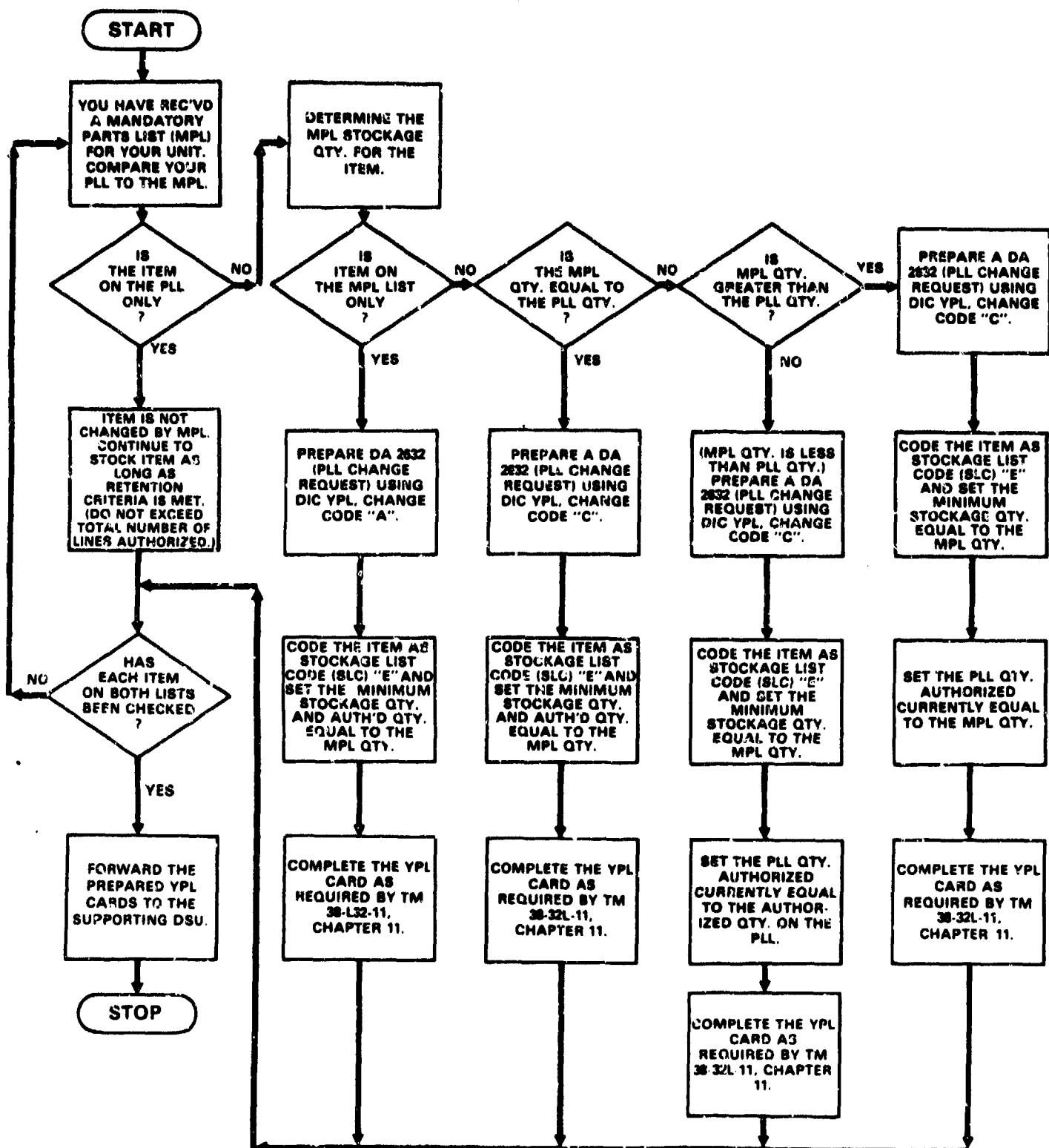
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PLL (AUTOMATED)  
CUSTOMER DUE-OUT RECONCILIATION**



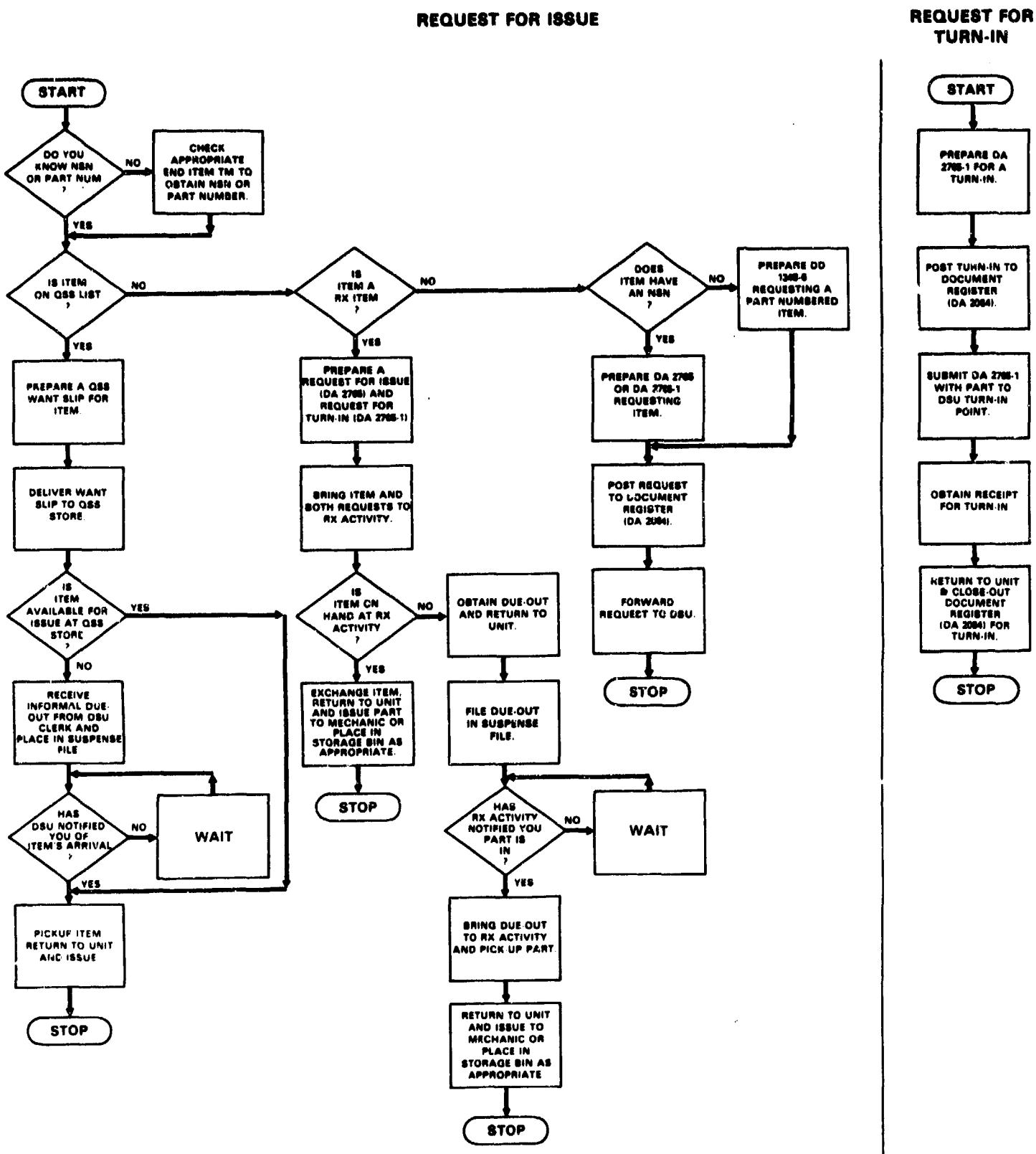
**MOS 78C  
PLL (AUTOMATED)  
CUSTOMER DUE-OUT RECONCILIATION**



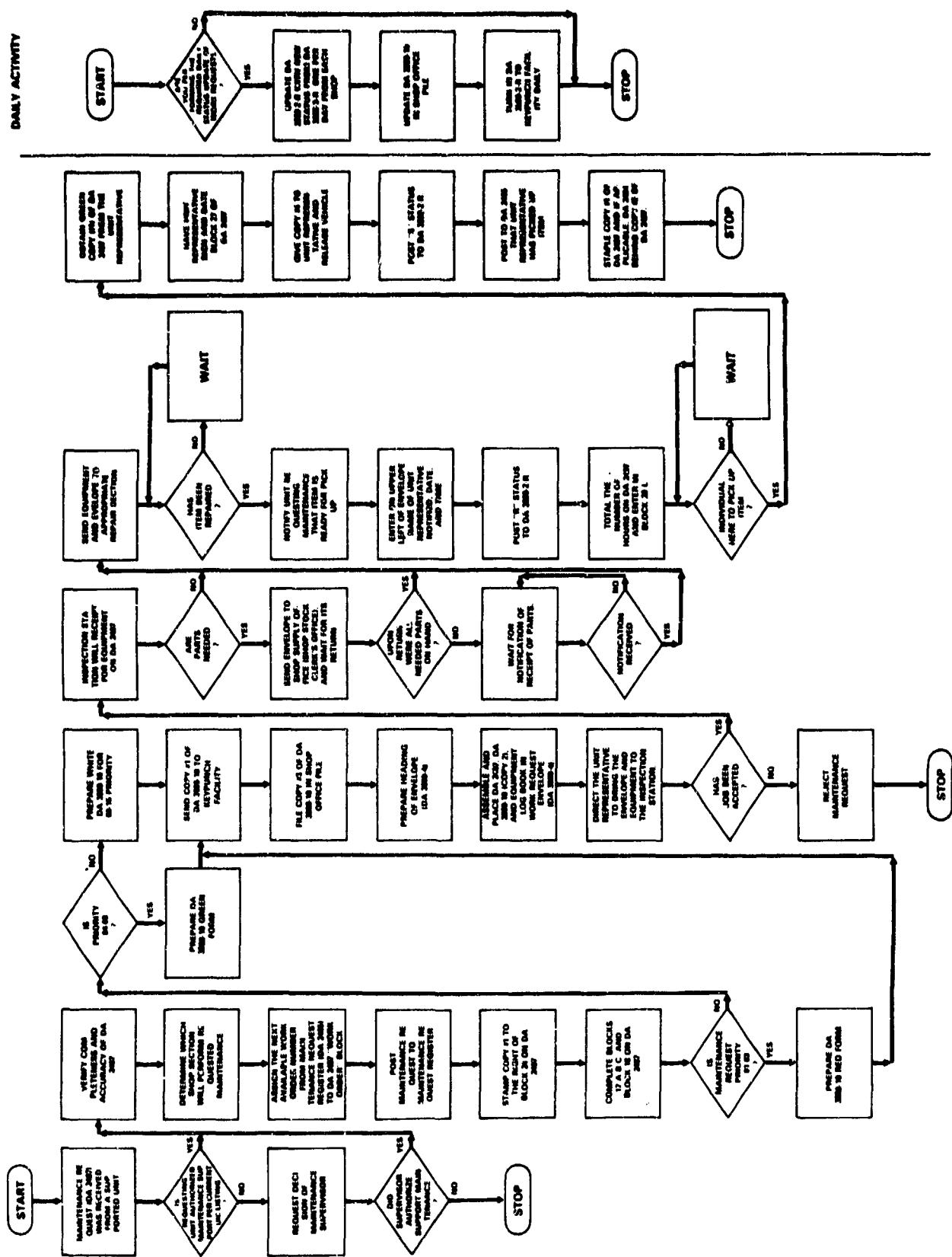
**MOS 7C  
PLL (AUTOMATED)  
MANDATORY PARTS LIST, AUTOMATED PROCEDURES**



**MOS 78C  
PLL (AUTOMATED)  
REQUEST FOR ISSUE AND TURN-IN, AUTOMATED**



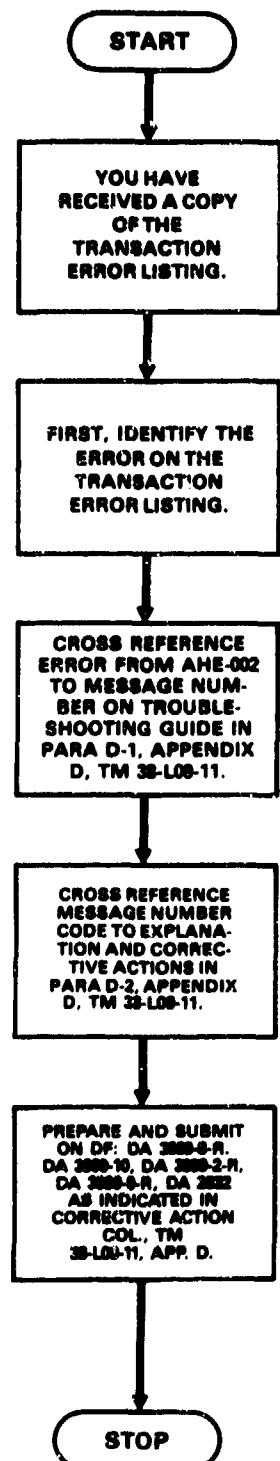
**MAINTENANCE REPORTING MANAGEMENT SYSTEM - PART 1**



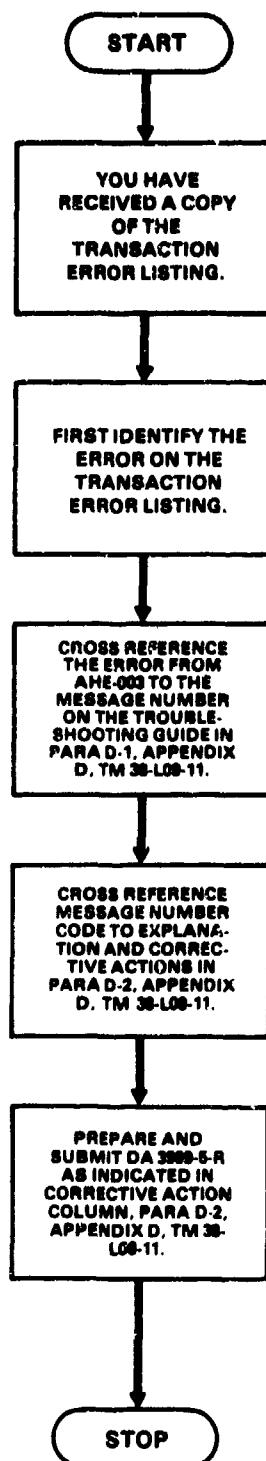
10

**MOS 78C**  
**SHOP STOCK CLERK (AUTOMATED)**  
**MAINTENANCE REPORTING MANAGEMENT SYSTEM - PART 2**

**TRANSACTION ERROR LISTING  
MAINTENANCE (AHE-002)**

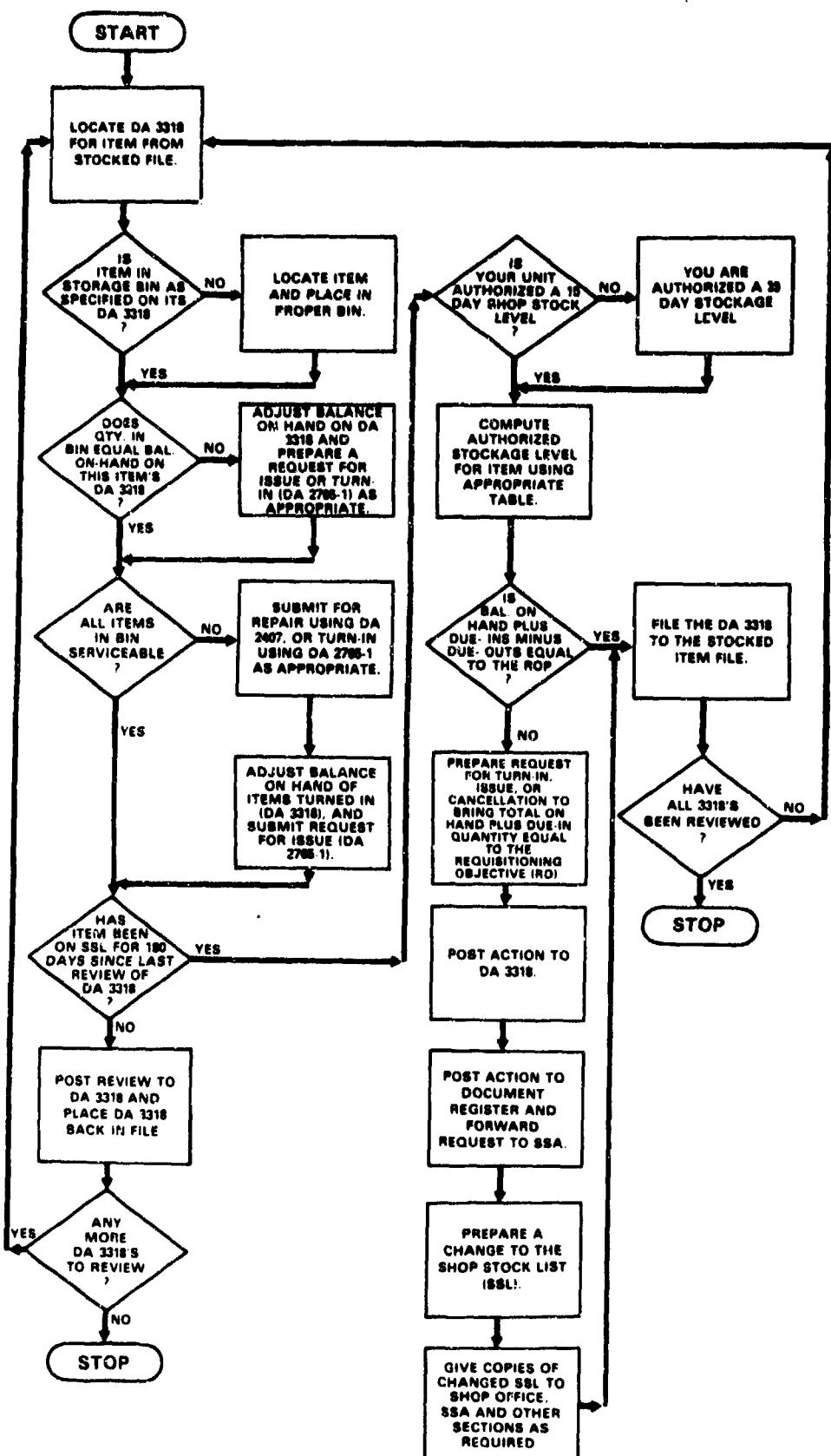


**TRANSACTION ERROR LISTING  
REPAIR PARTS (AHE-003)**

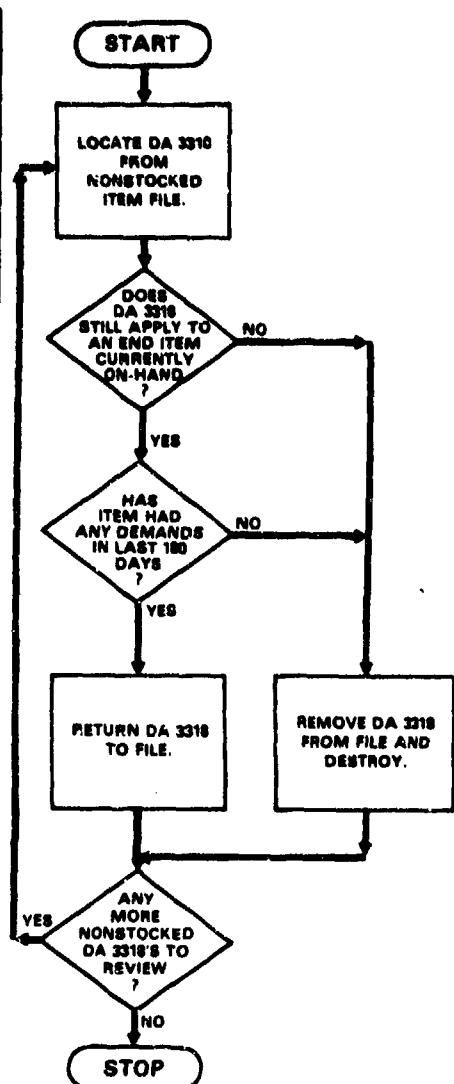


**MOS 78C**  
**SHOP STOCK CLERK (MANUAL)**  
**SHOP STOCK REVIEW AND INVENTORY**

**STOCKED ITEMS**

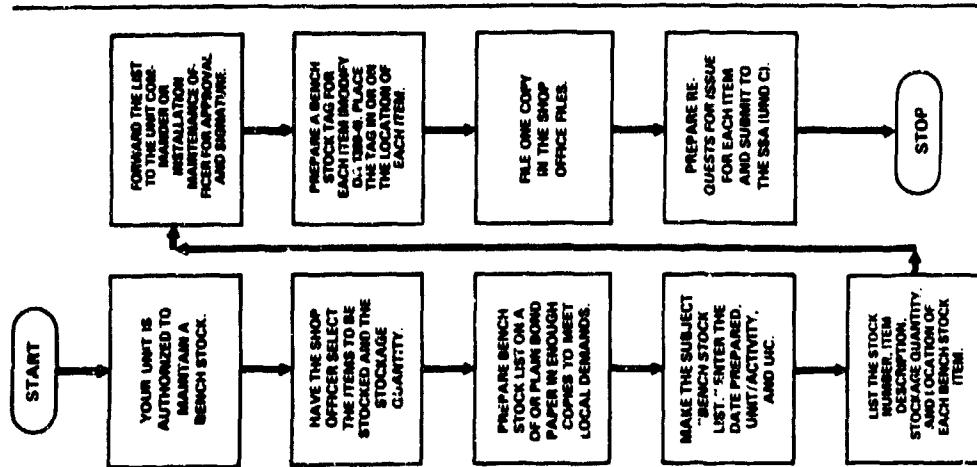


**NONSTOCKED ITEMS**



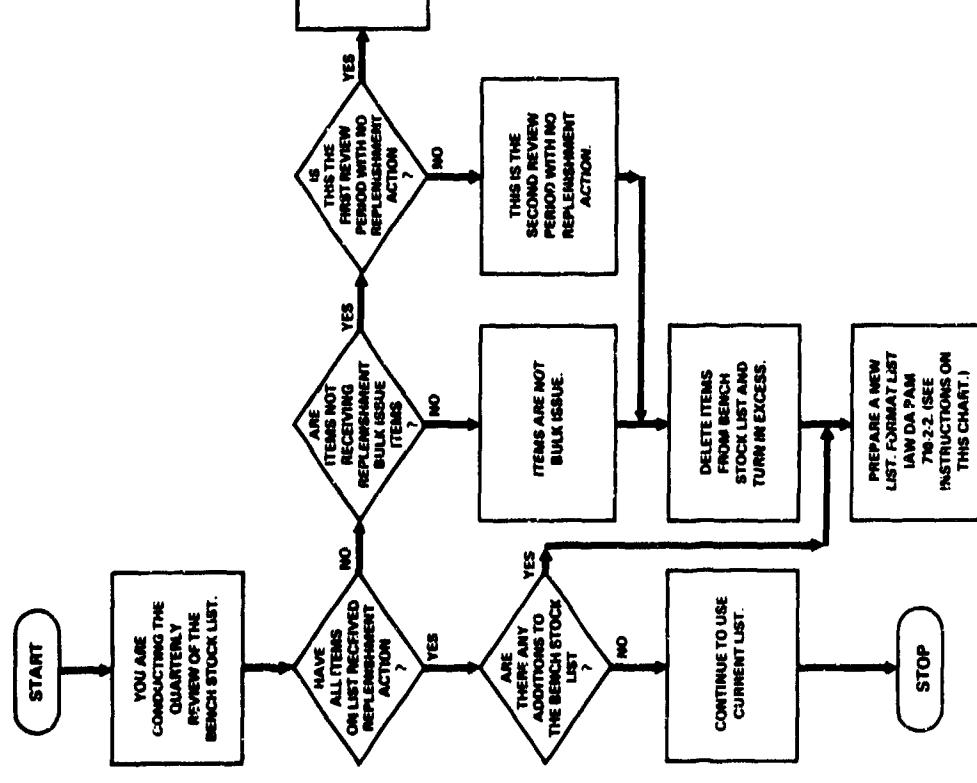
**MOS 78C**  
**SHOP STOCK (MANUAL)**  
**BENCH STOCK/SHOP STOCK LISTS**

**PREPARATION OF BENCH STOCK LIST**

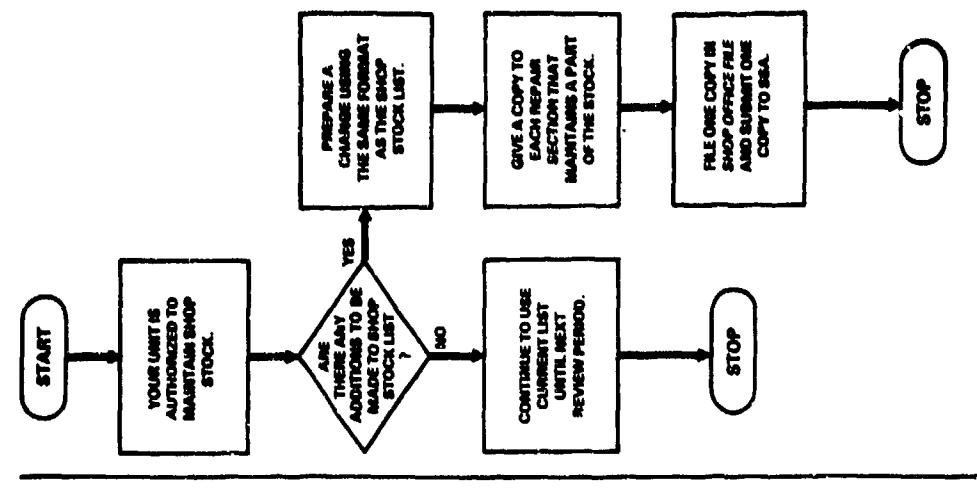


51

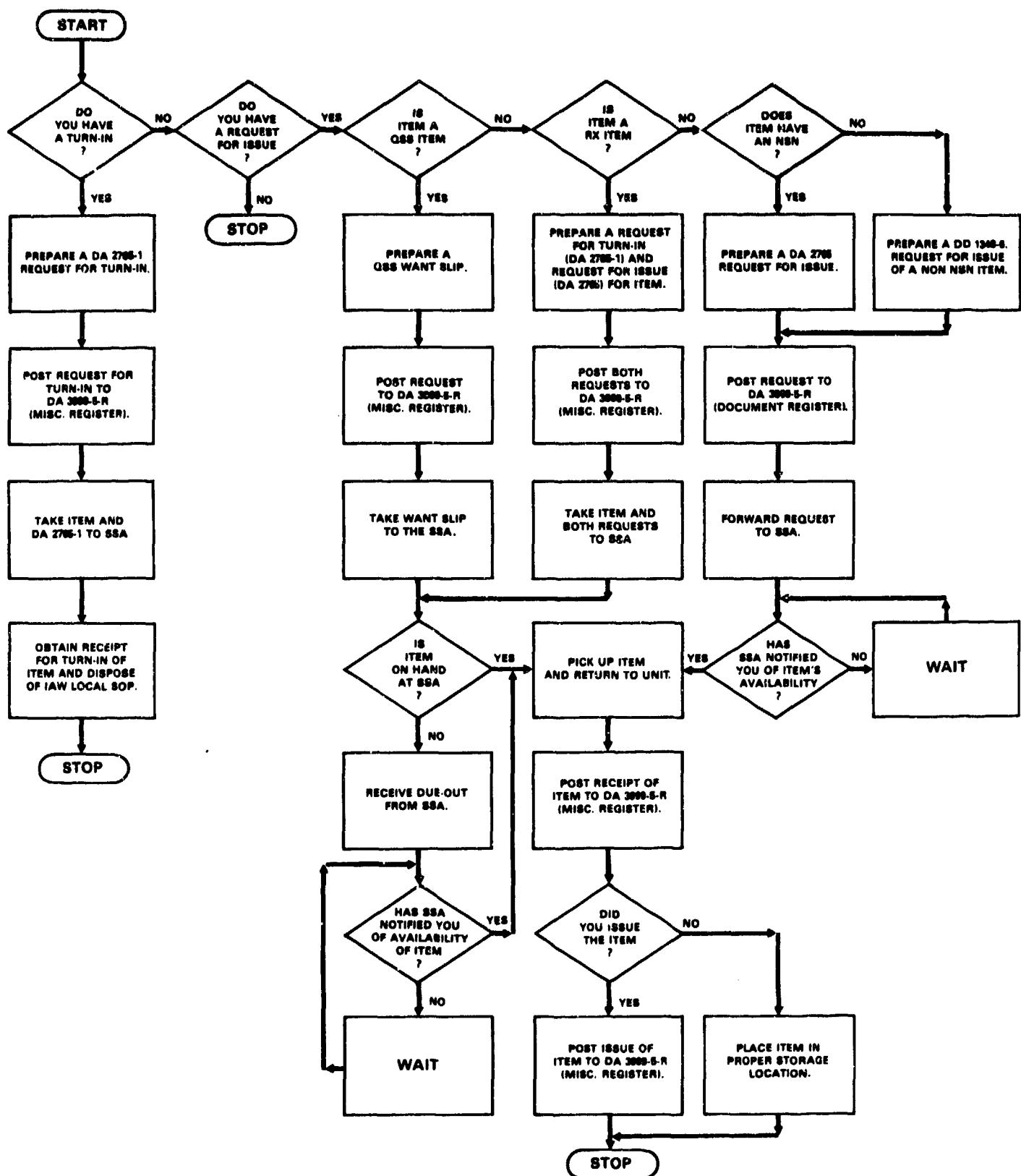
**QUARTERLY REVIEW OF BENCH STOCK LIST**



**SHOP STOCK LIST**



**MOS 76C**  
**SHOP STOCK CLERK (AUTOMATED)**  
**REQUEST FOR ISSUE AND TURN-IN, SHOP STOCK**



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- Department of the Army Pamphlet 710-2-2, Supply Support Activity Supply System: Manual Procedures, C5, November 1985.
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